



Telehealth & Virtual Care Meeting Series

Improving Care Delivery and Innovation

Friday, April 25, 2022 | 1:00 – 5:00 PM ET

Meeting Objectives

- Across care settings, consider how the delivery of pain management and SUD care can be reimagined in a future hybrid environment—integrating both in-person and virtual care modalities—to better meet the needs of patients, clients, caregivers, and clinicians.
- Examine the applications for various virtual modalities, discussing both limitations and advantages for each relative to the delivery of pain management and SUD care.
- Discuss opportunities for telehealth and virtual care to enable and facilitate comprehensive multidisciplinary, team-based care in a hybrid environment for both pain management and SUD care.

Opening Remarks

1:00 – 1:10pm (10 min)

1:00pm

Welcome & Opening Remarks

- **Aisha Salman** Program Officer, National Academy of Medicine
- **Helen Burstin** Chief Executive Officer, Council of Medical Specialty Societies
- **Kelly J. Clark** Founder and President, Addiction Crisis Solutions; Past President, American Society of Addiction Medicine

Session 1: Integrating Bricks + Clicks: Redesigning Care Pathways with Virtual Modalities

1:10 – 2:10pm (60 min)

Key Discussion Questions

- What virtual modalities are available to aid and facilitate the delivery of hybrid care for both pain management and/or SUD care? What gaps remain to facilitate innovation?
- What are some potential barriers that patients, clients, and or caregivers may encounter when accessing or using virtual modalities for care? How might these be addressed and/or managed?
 - What are some of the barriers that may be encountered by clinicians, health systems, health plans, states, and other accountable entities when looking to scale the integration of virtual modalities?

1:10pm

Introduction to Session (5 min)

Moderator: **Kelly J. Clark** Addiction Crisis Solutions

1:15pm

Introduction to Digital-Enabled Care Delivery (7 min)

- [Lewis Levy](#) Chief Medical Officer, Public Policy and Strategic Partnerships, Teladoc Health

1:22pm

Moderated Reactor Panel Discussion (45 min)

Panelists:

- [Leonardo M. Angelone](#) Deputy Director, Office of Translational Initiatives and Program Innovations, National Institute on Drug Abuse
- [Karen McConnell](#) Chief Pharmacy Officer, CommonSpirit Health
- [Amar Setty](#) Anesthesiologist and CEO, Patient Premier
- [David Gastfriend](#) Co-Founder and Chief Medical Officer, DynamiCare

2:10pm

BREAK (10 min)

Session 2: Reimagining the Care Team

2:20 – 3:00pm (40 min)

Key Discussion Questions

- How can telehealth and virtual modalities be used to support a team-based care approach?
- How can telehealth and virtual care be used to coordinate care delivery across physical and behavioral health domains?
- How can team-based care models be adapted for the hybrid pain and SUD care environment?
 - Are there examples of existing successful hybrid team-based care models that address the complex care needs for those with pain management and/or SUD?
 - What barriers exist that may impede the implementation of hybrid team-based care delivery (e.g., licensing requirements for out-of-state team-based care)?

2:20pm

Introduction to Session (5 min)

Moderator: **Anne L. Burns** American Pharmacists Association

2:25pm

Examples of Telehealth-Enabled Team-Based Care Implementation: Pain Management (5 min)

- **Addison Ragan** Clinical Resource Hub Pharmacy Program Manager, Office of Primary Care, Veteran Health Administration

2:30pm

Examples of Telehealth-Enabled Team-Based Care Implementation: SUD Care (5 min)

- [Tran H. Tran](#) Substance Use Intervention Team Clinical Pharmacist, Rush University Medical Center and Associate Professor of Pharmacy Practice, Midwestern University, Chicago College of Pharmacy

2:35pm

Moderated Discussion with the Speakers and Participant Q&A (~25 min)

Session 3: Hybrid Pain and SUD Care Delivery across Care Settings

3:00 – 3:40pm (40 min)

Key Discussion Questions

- Considering a future hybrid care model, what aspects of pain management and SUD care, respectively, are best suited for virtual care? What aspects require in-person care?
 - Are there key differences in the delivery of pain management versus SUD that need to be considered?
- How will variance in health systems and care plans impact the delivery of hybrid pain and/or SUD care?

3:00pm

Introduction to Session (5 min)

Moderator: **Anna Legreid Dopp** American Society of Health System Pharmacists

3:05pm

Guided Panel Discussion on Changes in Delivery of Care in the Virtual Environment across Provider Perspectives (35 min)

Panelists:

- [Elizabeth Bentley](#) Director of Clinical Pharmacy Services, Kaiser Permanente
- **Benjamin Nordstrom** Chief Medical Officer, Behavioral Health Group
- [Lewis S. Nelson](#) Chief of Emergency Medicine, Rutgers New Jersey Medical School
- [Ada Stewart](#) Board Chair, American Academy of Family Physicians

3:40pm

BREAK (10 min)

Session 4: Recreating Systems of Care Delivery

3:50 – 4:50pm (60 min)

Key Discussion Questions

- How can integrated telehealth and virtual care be used to solve challenges faced by payers and purchasers in their strategies to address pain and/or SUD care among their member populations?
 - What reforms should be considered to facilitate this?
 - How can we align incentives between payers and providers?
- How can payers, purchasers, providers, patients/clients, and caregivers co-design new systems of care delivery for pain and SUD?

3:50pm Introduction to Session (5 min)

Moderator: **Helen Burstin** Council of Medical Specialty Societies

3:55pm Key Considerations for the Future of Hybrid Care Delivery to Improve Pain and SUD Outcomes (5 min)

- [William M. Lopez](#) National Medical Director, Virtual Care, Evernorth, Cigna

4:00pm Co-Designing New Systems of Care Delivery (10 min)

- [Matthew Sakumoto](#) Virtual-First Primary Care Physician, Sutter Health
- [Lindsay Baran](#) Policy Director, National Council on Independent Living; Science and Policy Advisory Council member, National Pain Advocacy Center; *person living with chronic pain*

4:10pm Moderated Discussion with the Speakers and Participant Q&A (~30 min)

Closing Remarks

4:50 – 5:00pm (10 min)

4:50pm Summary Remarks

- **Helen Burstin** Council of Medical Specialty Societies
- **Kelly J. Clark** Addiction Crisis Solutions

4:55pm Wrap-Up & Meeting Adjournment

- **Aisha Salman** National Academy of Medicine